



31H  
1-14-03  
mg

IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit 2665  
Examiner Nguyen, Steven H D

In Re: Alec Miloslavsky  
Case: P3253  
Serial No.: 08/948,530  
Filed: 10/9/97  
Subject: Apparatus and Methods Enhancing Call Routing  
To And Within Call-Centers

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

RECEIVED

JAN 10 2003

Technology Center 2600

Dear Sir:

**Response H**

**In the claims:**

All of the claims standing for examination herein are reproduced below in their last-amended form. Actual changes are shown in the section entitled: **Version With Markings to Show Changes Made.**

---

6. (Thrice Amended) An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to agent workstations in two or more IPNT-capable call centers, comprising:

an initial call-processing system in the Internet receiving IPNT calls from customers in the Internet, and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the two or more call centers;